

## **TCF customer statement**

### **Status Mortgages Ltd/Equity Finance Committed to treating our customers fairly**

At Status Mortgages/Equity Finance, we are committed to offering our customers the highest possible standards of service. In so doing we are pleased to support the Financial Services Authority initiative “**Treating Customers Fairly**”.

We recognise that both we and our customers have everything to gain if we look after your best interests and treat you fairly in all aspects of our dealings with you.

#### **Our commitment to you**

We will:

- Provide you with clear information about the products and service we offer, including fees and charges
- Ascertain your individual needs, preferences and circumstances before recommending a mortgage
- Only recommend a mortgage that we consider suitable for you and that you can afford – and always the most suitable from the available options
- Not recommend a mortgage if we can't find one we consider suitable
- Encourage you to ask if there's something you don't understand
- Give you access to a formal complaints procedure should you become unhappy with our service

#### **How you can help us**

To help us give you the most appropriate advice, we will ask you to:

- Tell us as much as possible about your income and outgoings, to enable us to properly assess how much you can afford
- Let us know about changes that might affect your ability to repay a mortgage
- Let us know if there is any aspect of our service, or of a product we have discussed or recommended that you don't understand
- Tell us if you think there are ways we can improve our service

Thank you for choosing Status Mortgages Ltd/Equity Finance